

One Essex Plaza Tenant Association

1060 Broad Street, Suite 824

Newark, N.J. 07102

973-792-9747

February 13, 2001

Mr. Kenneth Pagano
Management
Essex Plaza One
1060 Broad Street
Newark, New Jersey 07102-2322

Dear Mr. Pagano:

Recently we received some serious complaints regarding the actions of your maintenance workers and a security employee. On Wednesday February 7th, Mrs. Lorraine Lavender, who occupies Apartment 445, and is a member of the tenant association, was confined to bed because she was not feeling well. Your painter came to her door unannounced and awakened her by insistently knocking on her door. Upon answering the door, she advised him that he should not come to a tenant's apartment without the tenant being notified first by management and that she could not talk to him then. He left. This occurred in the morning.

Later that afternoon, again someone was at the door and pounding on the door so loudly that it scared her. Before she could get to the door, the person was entering her apartment with a key. Before the person could disengage the security chain, which was not locked but in place, she got to the door and there was your maintenance man/electrician and a woman. This woman had been sent to her apartment by security. Even though the apartment number was wrong, the name of the person she was looking for was clearly written on the paper she had with her. After convincing this senior aide that she was not the person she was looking for, the maintenance worker called security to ask who lived in apartment 445. Security immediately told him Mrs. Lavender. The woman she was looking for lives in 446, the apartment next to Mrs. Lavender. This incident left Mrs. Lavender severely shaken.

Our concern is that the law is clear. Tenants are to be notified by management before they send any employee to do work or make an appointment to do work.

Also that security would give a tenant's key to anyone who is not security is dangerous and unacceptable. The woman had stopped at security because a friend of Mrs. Williams who lives in apartment 446 had not been able to reach her and she was worried. Morris the security guard on duty at the time did not even call on the intercom to see what the status of the person was. If he had buzzed Apartment 445, possibly he would have found out that the person had the wrong apartment number and she could have given him the name of the person she was looking for. Our question to you is what is the function of your front desk?

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Also what kind of security do we have when tenants' keys are given to anyone to investigate something as serious as a tenant not being able to be reached? What kind of training did the person sent have to be able to deal with a serious situation if that had been the case. Mrs. Williams was not in her apartment.

Mrs. Lavender's security and safety has been seriously jeopardized. How can management totally disregard their own, HUD's, and the N.J. Housing, Mortgage and Finance Agency's mandates regarding notification to tenants and the many infractions committed by the security and maintenance companies presently employed by Essex Plaza One?

Essex Plaza One Tenants Association is truly concerned and we would appreciate hearing from you regarding these matters.

Very truly yours,

Stephan Botoe
President

JMC

cc: Gregory Collins, NJHMFA
Michael Morings, HUD
Virginia Hardwick, Seton Hall Law
Carrie Farrero, Legal Services
Frank Hutchins, Newark Tenants Coalition ✓
Bessie Walker, Councilwoman-at-Large